



You know what you're the best at doing.  
We're the best at helping you and your Mac be your best.  
Welcome to Tech Superpowers.  
Technology for Genius.

# simply genius







tech superpowers®  
technology for genius

# Be Brilliant

When it comes to IT support, every client's needs are unique — no one solution will work for every-one. At Tech Superpowers® we specialize in listening to our clients and developing smart solutions for every issue. Our clients range from well-known organizations like the Boston Celtics and Novartis to individual home Mac users. We excel with each and every one because our staff tailors the level of support based on every client's unique needs – essentially meeting each person where they are in technology knowledge.

## Simply Genius

Clients are often amazed how many of their issues can be solved under one roof. In fact, no other Mac tech support firm in Boston - not even the Apple Store - can match us in range or in quality of service.

-  Apple Specialist
-  Authorized Reseller
-  Consultants Network
-  Authorized Service Provider

## Our Services Include

### • Mac Consulting

- Onsite troubleshooting, configuration and maintenance
- Strategic planning and consulting
- Onsite assessments
- Complete network and server setup
- Backup and redundancy planning
- Large deployments and upgrades

### • Managed Machines/ Remote Services

- Phone support
- Remote troubleshooting, configuration and maintenance
- Remote backup

### • Mac Sales

- Apple authorized reseller
- Mac computers and peripheral sales
- Software and licensing sales
- VOIP phone system sales, configuration and installation

### • Mac Repair

- Apple Authorized Service Provider
- Apple Authorized Direct Dispatch Service Provider
- In-warranty and out-of-warranty repair
- Data recovery
- Enterprise priority service level agreements
- Educational priority service level agreements
- Onsite repair

### • Mac-Friendly Hosting

- Web hosting
- Email hosting with iPhone integration
- Spam filtering
- Company-wide iCal and contact syncing

### • Advanced services

- Color management and consulting
- Onsite training
- Database development and maintenance

### • Technology Assessment and Compliance Services

- Complete technology briefing
- Organizational security briefing
- Disaster recovery planning

### • Digital Lounge on Newbury Street

- In-Lounge internet access
- Rental computers and hotdesks
- Membership discounts

## Friendly Expertise

We started out as a friendly face with Mac expertise. Today, we're a team of Mac experts who are happy to help with whatever IT problems you face. We haven't forgotten our humble roots, nor have we forgotten that getting your IT problems sorted is our most important job.

## Reliable Responsiveness

Even a small glitch in your technology can really throw a wrench into your productivity. That's why in addition to onsite consulting we also offer phone and remote support. Sometimes getting the problem solved as quickly as possible is everything.

## Smart Strategy

Our sales consultants help you make the most out of the technology you have and avoid unnecessary purchases. When you do need to buy new, you can be sure that our team is helping you to buy exactly the product you need and that it will be installed and configured perfectly. With decades of experience behind us, this is a feature the Apple Store just can't match.

## Our Premier Service:

### Managed Machines

For businesses that need a complete IT resource, our Managed Machines service provides the highest level of responsiveness and expertise. As a Managed Machines customer, you can select the level of service you want from three levels of support. Each level has a guaranteed response time for a techie to assist you. Our staff logs onto your computer remotely and solves your issues or dispatches a technician, getting you back on track.

## Empowering Creativity

Our unparalleled advanced consulting services are built on specialized, sophisticated knowledge that our clients can rely on so they can always produce the highest quality work. From color management to business continuity planning, our consulting services are designed to help your business grow.

## Cultivating Community

We are proud of our deep roots in the Boston community. You can see us at the Boston Independent Film Festival, AIGA design events, the annual Cut and Paste design competition, or hear our underwriting on WBUR radio. Then there is NewburyOpen.Net, one of the city's first public Wi-Fi networks, founded by us to help foster digital connectivity in Boston. Perhaps the biggest impact we have is through our community service program. This program allows us to work with small non-profits and provide top-notch tech support and consulting that firms would not be able to afford otherwise. Finally, no firm can afford to overlook their environmental responsibility. With efforts in carbon footprint reduction and our customer-recycling program, we're doing our part to reduce the impact of the rapid growth of technology on the environment.

## Say Hello

It's easy to find out more. Visit our website, send us an email at [sales@techsuperpowers.com](mailto:sales@techsuperpowers.com), or give us a call at **617-267-9716 x1** for more information about our products and services. We look forward to getting to know you.



Do we use our powers for good or evil?  
You decide.

We've...

...Created an Apple Xserve-based podcast server cluster for worldwide pharmaceutical company Novartis.

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...Provided essential IT services for Boston-based branding experts kor group for over 10 years.

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...Installed a new voice over IP phone system for green innovator Borrego Solar.

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...Helped the new Global News Enterprises get off the ground with Final Cut Pro editing systems.

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...Geared up the trading floor of Convexity Capital Management.

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...Installed two Xserves remotely in Liechtenstein for Regent Fund Management.

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...Helped Bose Corporation provide everyday support for their Mac users.

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What can we do for you?

